TROUBLESHOOTING GUIDE - DFI2309, DFI2310

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize Remote Control and Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver, where necessary. Initialize Remote Control and Receiver
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective On/Off or 3-Position Switch	Replace On/Off or 3-Position Switch (Depending on the model)
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working.	Install new battery into the Remote Control. Re-initialize remote where necessary
		Replace Remote Control or Remote Control Receiver, where necessary. Initialize Remote Control and Receiver.
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker motor	Replace Flicker motor
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective Flicker motor	Replace Flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater Switches	Replace Heater Switch(es)
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit.
	Defective Heater Switches	Replace Heater Switch(es)
	Defective Heater Assembly	Replace Heater Assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater Switches	Replace Heater Switch(es)
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater Assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Noise		
Excessive noise with the heater on	Dirty blower assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker motor	Replace Flicker motor

! NOTE: For any additional operational, servicing, replacement instructions or replacement parts please see the associated Service Manual.

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